



# OCC ADVISORY LETTER

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Comptroller of the Currency  
Administrator of National Banks

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Subject: Gallup survey on Y2K

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**TO:** Chief Executive Officers of National Banks and Federal Branches and Agencies,  
Service Providers, Software Vendors, Department and Division Heads, and Examining  
Personnel

Attached is an interagency letter to financial institutions about survey research on Year 2000 issues sponsored by the OCC, the Federal Deposit Insurance Corporation, the Federal Reserve Board and the Office of Thrift Supervision. The letter outlines findings from a nationwide survey and focus group sessions conducted in February and March by the Gallup Organization. In addition to gauging the effectiveness of Y2K customer awareness efforts by financial institutions, the survey results also suggest factors to consider in conducting effective customer awareness programs in the future.

A report that summarizes the findings of the survey is available on the OCC's home page at **[www.occ.treas.gov](http://www.occ.treas.gov)**. For more information on Year 2000 issues, contact the Year 2000 Supervision Policy Division at (202) 874-2340.

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Attachment